BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

SECTION – V

Name of Project: Availing Services to the BESCOM Control Room located at Centre of Excellence, HSR layout, Bengaluru on turnkey basis on turnkey basis for a period of two years. The Contract may be extended at the discretion of BESCOM on the same terms & conditions of the contract for a further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires.

SCHEDULE OF REQURIEMENT

<table>
<tr><th>Sl. No.</th><th>Particulars</th><th>Quantity</th><th>Delivery Schedule</th></tr>
<tr><td>1.</td><td>Deployment of Manpower to 32 seater 24x7 Control Room Centre</td><td>
<table>
<tr><th>Sl No.</th><th>Designation</th><th>Regular Staff in Nos.</th><th>Additional man power to compensate weekly off (Buffer) in Nos.</th><th>Total Quantity in Nos. including Additional man power to compensate weekly off (Buffer)</th></tr>
<tr><td>1</td><td>Customer Support Executive</td><td>96</td><td>24</td><td>120</td></tr>
<tr><td>2</td><td>Team Leaders</td><td>14</td><td>6</td><td>20</td></tr>
<tr><td>3</td><td>Team Managers</td><td>3</td><td>1</td><td>4</td></tr>
</table>
</td><td rowspan="4">The agency shall provide these services with immediate effect on receiving the Contract Order (Please refer Note 2).</td></tr>
<tr><td>2.</td><td>Transportation Facility</td><td>Transportation to all the deployed staff – 113 Nos.</td></tr>
<tr><td>3.</td><td>Refreshments arrangements</td><td>Refreshments to all the deployed staff – 113 Nos.</td></tr>
<tr><td>4.</td><td>Other services - Training, Uniform cloths, ID cards, Recruitment, Administration etc.,</td><td>Other Services to all the deployed staff – 144 Nos.</td></tr>
</table>

NOTE:

1. The successful Bidder shall submit acceptance of LOI/Contract order to BESCOM within 7 days from the date of issue of LOI/Contract Order.

2. The BRAZ and CTAZ Control Room services are being availed from the private premises and the initial contract period of these Control Room Services will be completed on 06.03.2026. The BRAZ and CTAZ Control Room services are continued to avail from the existing agency upto the completion of initial contract period. After completion of initial contract period of Control Room services of BRAZ and CTAZ area, these services will be shifted to Centre of Excellence, HSR layout, Bengaluru and these services shall have to be provided by the successful Bidder with effect from 07.03.2026. However, the agency selected for Control Room Service shall immediately provide services to BMASZ and BMANZ area soon after the receipt of LOI

Sd/-
General Manager
(Elec.),
Customer Relation,
BESCOM